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10/706,282	11/13/2003	Aviv Bachar	82031-0016US	5641
24633	7590	04/30/2008	EXAMINER	
HOGAN & HARTSON LLP IP GROUP, COLUMBIA SQUARE 555 THIRTEENTH STREET, N.W. WASHINGTON, DC 20004				COLUCCI, MICHAEL C
ART UNIT		PAPER NUMBER		
2626				
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**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

dcptopatent@hhlaw.com

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	10/706,282	BACHAR ET AL.	
	<b>Examiner</b>	<b>Art Unit</b>	
	MICHAEL C. COLUCCI	2626	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) Responsive to communication(s) filed on \_\_\_\_.
- 2a) This action is **FINAL**.                            2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) Claim(s) 1-33 is/are pending in the application.
  - 4a) Of the above claim(s) \_\_\_\_ is/are withdrawn from consideration.
- 5) Claim(s) \_\_\_\_ is/are allowed.
- 6) Claim(s) 1-33 is/are rejected.
- 7) Claim(s) \_\_\_\_ is/are objected to.
- 8) Claim(s) \_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on 13 November 2003 is/are: a) accepted or b) objected to by the Examiner.
 

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
  - a) All    b) Some \* c) None of:
    1. Certified copies of the priority documents have been received.
    2. Certified copies of the priority documents have been received in Application No. \_\_\_\_.
    3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)	4) <input type="checkbox"/> Interview Summary (PTO-413)
2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)	Paper No(s)/Mail Date. ____ .
3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)	5) <input type="checkbox"/> Notice of Informal Patent Application
Paper No(s)/Mail Date <u>07/23/2007, 02/20/2007, 02/10/2005</u> .	6) <input type="checkbox"/> Other: ____ .



## DETAILED ACTION

### ***Claim Rejections - 35 USC § 103***

1. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

2. Claims 1-9, 11, 13, 16, 19-25, 31, and 33 rejected under 35 U.S.C. 103(a) as being unpatentable over Tsuchikawa; Megumu et al. US 5748775 A (hereinafter Tsuchikawa) in view of Soundararajan, Aravind US 20030106072 A1 (hereinafter Soundararajan).

Re claims 1 and 19, Tsuchikawa teaches an apparatus for event-driven content analysis, within a computerized system having a processing unit and a storage unit (Col. 2 line 55 – Col. 3 line 13), the apparatus comprising the elements of:

a pivot spot definer component to mark an at least one position in the interaction media to indicate the occurrence of an at least one pre-defined event or data item (Col. 5 lines 18-26);

a region of interest definer component to determine the limits of an at least one segment of the interaction associated with the location of the pivot spot (Col. 5 lines 27-51)

However, Tsuchikawa fails to teach a media type selector component to select a type of an interaction media inputted for analysis from an at least one interaction recording or storage device (Soundararajan [0019]);

Soundararajan teaches a multimedia source input for receiving multimedia content from a multimedia stream 102. The term "multimedia stream" as used herein is intended to refer to signals that may originate from a cable, satellite, or terrestrial broadcast, or from an alternative multiple-program stream. The multimedia content preferably includes, but is not limited to, broadcast television video signals, such as National Television Standards Committee (NTSC) signals, DTV signals, and high definition television (HDTV) signals. The multimedia content may also include still images, audio signals (e.g., from a satellite radio source), etc. The STB/DTV 104 may include multiple multimedia inputs and a multiplexer or equivalent switching circuitry (not shown) for selecting one of a plurality of multimedia sources (e.g., video camera, digital still camera, etc.).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention a media type selector to select a type of interaction media inputted for analysis for the purposes of a universal control system fro various multimedia equipment/data, wherein all multimedia can interface through a single distributed storage media.

Re claim 2, Tsuchikawa teaches the apparatus of claim 1 further comprising a content analysis input selector component to determine an at least one input or parameter for an at least one analyzer component (Col. 5 lines 5-17).

Re claim 3, Tsuchikawa teaches the apparatus of claim 1 further comprises an analysis type selector component to identify and to select an at least one analyzer component type for determining the Region of Interest (Col. 5 lines 27-51).

Re claim 4, Tsuchikawa teaches the apparatus of claim 1 further comprising an audio analyzer component for performing an analysis on the media selected by the media selector component in a location adjacent to the pivot spot identified by the pivot spot defined component (Col. 5 lines 5-17).

However, Tsuchikawa fails to teach a media selector component (Soundararajan [0019]);

Soundararajan teaches a multimedia source input for receiving multimedia content from a multimedia stream 102. The term "multimedia stream" as used herein is intended to refer to signals that may originate from a cable, satellite, or terrestrial broadcast, or from an alternative multiple-program stream. The multimedia content preferably includes, but is not limited to, broadcast television video signals, such as National Television Standards Committee (NTSC) signals, DTV signals, and high definition television (HDTV) signals. The multimedia content may also include still images, audio signals (e.g., from a satellite radio source), etc. The STB/DTV 104 may

include multiple multimedia inputs and a multiplexer or equivalent switching circuitry (not shown) for selecting one of a plurality of multimedia sources (e.g., video camera, digital still camera, etc.).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention a media type selector to select a type of interaction media inputted for analysis on a frame by frame basis for the purposes of a universal control system from various multimedia equipment/data, wherein all multimedia can interface through a single distributed storage media.

Re claim 5, Tsuchikawa teaches the apparatus of claim 1 further comprising an analyzer component for performing an analysis on the media selected by the media selector component in a location adjacent to the pivot spot identified by the pivot spot definer component (Col. 5 lines 5-17) using an analyzer selected by the analysis type selector using parameters fed to, or selected by the content analysis input selector component (Col. 5 lines 27-51).

However, Tsuchikawa fails to teach a media selector component (Soundararajan [0019]);

Soundararajan teaches a multimedia source input for receiving multimedia content from a multimedia stream 102. The term "multimedia stream" as used herein is intended to refer to signals that may originate from a cable, satellite, or terrestrial broadcast, or from an alternative multiple-program stream. The multimedia content preferably includes, but is not limited to, broadcast television video signals, such as

National Television Standards Committee (NTSC) signals, DTV signals, and high definition television (HDTV) signals. The multimedia content may also include still images, audio signals (e.g., from a satellite radio source), etc. The STB/DTV 104 may include multiple multimedia inputs and a multiplexer or equivalent switching circuitry (not shown) for selecting one of a plurality of multimedia sources (e.g., video camera, digital still camera, etc.).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention a media type selector to select a type of interaction media inputted for analysis on a frame by frame basis for the purposes of a universal control system from various multimedia equipment/data, wherein all multimedia can interface through a single distributed storage media.

Re claim 6, Tsuchikawa teaches the apparatus of claim 1 further comprising an analyzer component for performing an analysis on the media selected by the media selector component within the region of interest identified by the region of interest definer component (Col. 5 lines 27-51) using an analyzer selected by the analysis type selector using parameters fed to (Col. 5 lines 5-17), or selected by the content analysis input selector component

However, Tsuchikawa fails to teach a media selector component (Soundararajan [0019]);

Soundararajan teaches a multimedia source input for receiving multimedia content from a multimedia stream 102. The term "multimedia stream" as used herein is

intended to refer to signals that may originate from a cable, satellite, or terrestrial broadcast, or from an alternative multiple-program stream. The multimedia content preferably includes, but is not limited to, broadcast television video signals, such as National Television Standards Committee (NTSC) signals, DTV signals, and high definition television (HDTV) signals. The multimedia content may also include still images, audio signals (e.g., from a satellite radio source), etc. The STB/DTV 104 may include multiple multimedia inputs and a multiplexer or equivalent switching circuitry (not shown) for selecting one of a plurality of multimedia sources (e.g., video camera, digital still camera, etc.).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention a media type selector to select a type of interaction media inputted for analysis on a frame by frame basis for the purposes of a universal control system from various multimedia equipment/data, wherein all multimedia can interface through a single distributed storage media.

Re claims 7 and 31, Tsuchikawa teaches the apparatus of claim 1 wherein the region of interest defined by the region of interest definer component further comprises an optimization component for optimizing the region of interest (Col. 5 lines 27-51 & Fig. 3 item 200)

Re claim 8, Tsuchikawa teaches an apparatus of claim 1 further comprises a content analysis inputs table to hold in storage the at least one selectable input values (Col. 5 lines 5-17).

Re claim 9, Tsuchikawa teaches the apparatus of claim 1 further comprises the element of an audio analyzer component to analyze the audio elements of the interaction data (Col. 5 lines 5-17).

Re claim 11, Tsuchikawa teaches the apparatus of claim 1 further comprises a screen event analyzer component to identify and capture an at least one screen and an at least one screen event associated with the interaction data (Col. 5 lines 5-17 & Fig. 4).

Re claim 13, Tsuchikawa teaches the apparatus of claim 1 further comprising an analysis module for performing an analysis on the media (Col. 5 lines 5-17 & Fig. 4).

Re claim 16, Tsuchikawa teaches the apparatus of claim 1 wherein the region of interest is a specific segment of the interaction media that is analyzed to extract meaningful interaction-specific information in an organization (Col. 5 lines 27-51).

Re claim 20, Tsuchikawa fails to teach selecting an interaction media to analyze (Soundararajan [0019]);

Soundararajan teaches a multimedia source input for receiving multimedia content from a multimedia stream 102. The term "multimedia stream" as used herein is intended to refer to signals that may originate from a cable, satellite, or terrestrial broadcast, or from an alternative multiple-program stream. The multimedia content preferably includes, but is not limited to, broadcast television video signals, such as National Television Standards Committee (NTSC) signals, DTV signals, and high definition television (HDTV) signals. The multimedia content may also include still images, audio signals (e.g., from a satellite radio source), etc. The STB/DTV 104 may include multiple multimedia inputs and a multiplexer or equivalent switching circuitry (not shown) for selecting one of a plurality of multimedia sources (e.g., video camera, digital still camera, etc.).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention selecting an interaction media to analyze for the purposes of a universal control system from various multimedia equipment/data, wherein all multimedia can interface through a single distributed storage media.

Re claim 21, Tsuchikawa teaches the method of claim 19 further comprising the step of selecting a method for the analysis of the at least one interaction media based on the at least one event associated with the interaction (Fig. 3).

Re claim 22, Tsuchikawa teaches the method of claim 19 further comprising the step of selecting a method for the analysis of the at least one interaction media based on the result of a previously performed analysis (Fig. 6 item 130)

Re claim 23, Tsuchikawa teaches the method of claim 19 further comprising the step of selecting the parameters to be used in the at least one analysis instruction step on the at least one segment of the interaction media (Col. 5 lines 5-17).

Re claim 24, Tsuchikawa teaches the method of claim 19 further comprising the step of optimizing the region of interest by performing an at least one analysis instruction step within the region of interest (Col. 5 lines 27-51) and readjusting the region of interest in accordance with the results of the at least one analysis instruction step (Fig. 3).

Re claim 25, Tsuchikawa teaches the method of claim 19 wherein the region of interest is predetermined by a user or an apparatus (Col. 5 lines 27-51).

Re claim 33, Tsuchikawa teaches the method of claim 19 further comprising the step of adjusting the at least one pivot spot (Fig. 4) or region of interest on the interaction media (Col. 5 lines 27-51).

**3. Claims 10, 14, 15, 17, 18, 26, 30, and 32 rejected under 35 U.S.C. 103(a) as being unpatentable over Tsuchikawa; Megumu et al. US 5748775 A (hereinafter Tsuchikawa) in view of Soundararajan, Aravind US 20030106072 A1 (hereinafter Soundararajan) and further in view of Kung; Fen-Chung et al. US 6917610 B1 (hereinafter Kung).**

Re claim 10, Tsuchikawa in view of Soundararajan fails to teach the apparatus of claim 1 further comprises a computer telephony interface events analyzer component to identify and capture at least one common telephony events associated with the interaction data (Kung Col. 33 lines 1-25)

Kung teaches an activity log may indicate using easy to understand icons as to whether the communication is a telephone calls (e.g., record 831), a multimedia video and audio calls (e.g., records 832 and 841), a text email (e.g., record 842), and/or an instant message email (e.g., record 840), etc. Further, the activity log GUI may be include a feature button 802 with a pull down menu that allows the subscriber to select between combined media record listing, or one or more of the particular media types such as telephone calls, multimedia video and audio calls, text emails, instant message email, etc., to be displayed on the GUI at the same time. In addition, the activity log may include records, such as record 833, of incoming communications which have no known DN or address associated with them, when the originating party uses, for example, a feature such as caller ID blocking.

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention a computer telephony interface to identify and capture common

telephony events to allow for a restricted list of subscribers that only have access to phone information (i.e. Caller ID blocking).

Re claim 14, Tsuchikawa in view of Soundararajan fails to teach the apparatus of claim 1 wherein the interaction is one of the following: a telephone call, and e-mail message, an audio recording, a video, multimedia data or an interaction media (Kung Col. 33 lines 1-25).

Kung teaches an activity log may indicate using easy to understand icons as to whether the communication is a telephone calls (e.g., record 831), a multimedia video and audio calls (e.g., records 832 and 841), a text email (e.g., record 842), and/or an instant message email (e.g., record 840), etc. Further, the activity log GUI may be include a feature button 802 with a pull down menu that allows the subscriber to select between combined media record listing, or one or more of the particular media types such as telephone calls, multimedia video and audio calls, text emails, instant message email, etc., to be displayed on the GUI at the same time. In addition, the activity log may include records, such as record 833, of incoming communications which have no known DN or address associated with them, when the originating party uses, for example, a feature such as caller ID blocking.

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention interaction media inputted for analysis for the purposes of a universal control system from various multimedia equipment/data, wherein all multimedia can interface through a single distributed storage media.

Re claim 15, Tsuchikawa in view of Soundararajan fails to teach the apparatus of claim 14 wherein the interaction media is at least one data packet carrying voice or other media over internet protocol (Kung Col. 7 lines 19-33).

Kung teaches an IP central station 200 may be configured to provide connectivity for the broadband residential gateway 300 to the Internet 180 (e.g., World Wide Web (www)), as well as connectivity to other external networks such as public switched telephone network 160 and signaling system 7 (SS7) 170 for end-to-end voice, multimedia, and data applications, for example voice over IP telephony. IP packets traveling through the IP network provide for priority so that, for example, voice packets are given priority over data packets to maintain certain VoIP telephony QoS requirements and a leased line concept for packet traffic which may have an even higher priority. However, the system is sufficiently flexible so that the priority can be dynamically altered according to customer preferences, variable billing rates, traffic patterns, and/or congestion.

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention data packets carrying voice over IP to allow for the maintenance of telephony operations to assign priority for transmission data, wherein various device can be used communicate simultaneously (i.e. phone, PC, etc.).

Re claim 17, Tsuchikawa in view of Soundararajan fails to teach the apparatus of claim 1 wherein the interaction meta-data (Kung Col. 33 lines 26-39) is an at least one computer telephony integrated (Kung Col. 33 lines 1-25) or CRM event.

Kung teaches an activity log GUI may have a default set of categories which will be displayed to the subscriber, e.g., which determines the type of information such as the DN, a system address, an email address 808, a "contacted" party's name 809, a company name 810, a client billing number 811, as well as billing information such as the date 812, time 813, length of the previous communication (duration 815) and any associated charges (cost 815) for the previous communication. Further, the GUI may include a Category button 804 which enables the user to alter the information displayed on the GUI and/or retained in the activity log. Thus, for example the user may alter the activity log to include such as information as a contacted party's street address or include alternative DN's or system/email address.

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention metadata to allow for telephony or audio communication, wherein information about a conversation or video can be retained to allow for indexing of recognizable information such as a pattern or sequence of repetitive recorded characteristics.

Re claims 18 and 26, Tsuchikawa in view of Soundararajan fails to teach the apparatus of claim 1 wherein the interaction meta-data is associated with the at least one screen event (Kung Col. 33 lines 26-39).

Kung teaches an activity log GUI may have a default set of categories which will be displayed to the subscriber, e.g., which determines the type of information such as the DN, a system address, an email address 808, a "contacted" party's name 809, a company name 810, a client billing number 811, as well as billing information such as the date 812, time 813, length of the previous communication (duration 815) and any associated charges (cost 815) for the previous communication. Further, the GUI may include a Category button 804 which enables the user to alter the information displayed on the GUI and/or retained in the activity log. Thus, for example the user may alter the activity log to include such as information as a contacted party's street address or include alternative DN's or system/email address.

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention metadata to allow for telephony or audio communication with the aid of visually seeing past data, wherein information about a conversation or video can be retained to allow for indexing of recognizable information such as a pattern or sequence of repetitive recorded characteristics.

Re claim 30, Tsuchikawa in view of Soundararajan fails to teach the method of claim 19 further comprises the steps of:

identifying an at least one pre-defined computer telephony integrated event in the interaction data (Kung Col. 33 lines 1-25);  
identifying an at least one pre-defined screen event in the interaction data (Kung Col. 33 lines 26-39)

Kung teaches an activity log GUI may have a default set of categories which will be displayed to the subscriber, e.g., which determines the type of information such as the DN, a system address, an email address 808, a "contacted" party's name 809, a company name 810, a client billing number 811, as well as billing information such as the date 812, time 813, length of the previous communication (duration 815) and any associated charges (cost 815) for the previous communication. Further, the GUI may include a Category button 804 which enables the user to alter the information displayed on the GUI and/or retained in the activity log. Thus, for example the user may alter the activity log to include such as information as a contacted party's street address or include alternative DN's or system/email address.

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention metadata to allow for telephony or audio communication with the aid of visually seeing past data, wherein information about a conversation or video can be retained to allow for indexing of recognizable information such as a pattern or sequence of repetitive recorded characteristics.

Re claim 32, Tsuchikawa in view of Soundararajan fails to teach the method of claim 19 further comprises performing an at least one content analysis step during the capturing of the interaction data and the interaction meta-data (Kung Col. 33 lines 26-39)

Kung teaches an activity log GUI may have a default set of categories which will be displayed to the subscriber, e.g., which determines the type of information such as

the DN, a system address, an email address 808, a "contacted" party's name 809, a company name 810, a client billing number 811, as well as billing information such as the date 812, time 813, length of the previous communication (duration 815) and any associated charges (cost 815) for the previous communication. Further, the GUI may include a Category button 804 which enables the user to alter the information displayed on the GUI and/or retained in the activity log. Thus, for example the user may alter the activity log to include such as information as a contacted party's street address or include alternative DN's or system/email address.

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention metadata to allow for telephony or audio communication with the aid of visually seeing past data, wherein information about a conversation or video can be retained to allow for indexing of recognizable information such as a pattern or sequence of repetitive recorded characteristics.

**4. Claims 12 and 27-29 rejected under 35 U.S.C. 103(a) as being unpatentable over Tsuchikawa; Megumu et al. US 5748775 A (hereinafter Tsuchikawa) in view of Soundararajan, Aravind US 20030106072 A1 (hereinafter Soundararajan) and further in view of Chase; Wayne O. US 6332143 B1 (hereinafter Chase).**

Re claims 12 and 27-29, Tsuchikawa in view of Soundararajan fails to teach the apparatus of claim 4, wherein the audio analyzer component further comprises the elements of:

a word spotting component to locate and identify pre-defined terms or patterns in the speech elements of the interaction data (Chase Col. 17 lines 50-63);

an emotion analysis component to locate and identify positive or negative emotions in the interaction data (Chase Col. 11 lines 45-53);

a talk analyzer component to identify and locate specific pre-defined speech events in the speech elements of the information data (Chase Col. 17 lines 50-63 & Fig. 5 item 57)

Chase teaches an emotional descriptor that most closely matches the emotional connotation that the connotative judge associates with the word or phrase, considering the denotative context and part of speech, wherein a connotative judge understands the word or phrase and its denotative context, but does not associate any of the emotional descriptors from the supplied list of emotional descriptors with the word or phrase and its denotative context. Further, Chase teaches high level information of FIG. 5 includes a rating of the passage for emotional content in terms of positive emotion, negative emotion and global emotion (i.e., positive not distinct from negative emotion). The high level information also includes a rating of the passage for human interest by words, sentences and global content. a rating of the passage for power, a rating of the passage for activity and a rating of the passage along a scale of abstractness versus concreteness.

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention an audio analyzer to spot words and negative/positive emotions

associated with speech data for the purposes of understanding the context of a situation if there is no video available.

***Conclusion***

5. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. US 6426771 B1, US 4351007 A, US 5922047 A, US 20050132293 A1, US 20050238000 A1, US 20050204378 A1.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Michael C. Colucci whose telephone number is (571)-270-1847. The examiner can normally be reached on 9:30 am - 6:00 pm, Monday-Friday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Richemond Dorvil can be reached on (571)-272-7602. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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